

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION ☐ UNCLASSIFIED

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0062001	10. Budget Program Number		Agency Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position)			
3. Division Community Relations			12. Proposed Class Title			
4. Section Community Campus	For Use By Personnel Office	13. Allocation				Position Number
5. Unit Community Campus		14. Effective Date				
6. Location (address where employee works) Wichita Sedgwick City County		15. By	Approved			
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. % Regular	16. Audit Date: By: Date: By:					
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM To: 5:00 AM/PM	17. Audit Date: By: Date: By:					

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

This position carries out specialized, technical work evaluating customer needs, coordinating service referrals and providing liaison services to other community agencies, determining eligibility for certain DCF and community programs, and conducting community outreach activities to promote DCF programs and services. These functions require a thorough knowledge of all DCF program areas, and may involve explaining, clarifying and interpreting general policies, procedures and regulations to clients, community organizations and the general public. Uses active and reflective listening skills, non-judgmental attitude, and understanding of human behavior, especially in terms of how poverty affects behavior, in order to establish a positive working relationship with clients being served by creating an atmosphere in which human dignity is preserved. Develops and maintains good working relationships with all internal and external clients.

19. Who is the supervisor of this position? (Person who assigns work, gives directions, answers questions and is directly in charge)?

Name

Title

Position Number

Dawn Ho

Human Services Supervisor

K0134005

Who evaluates the work of an incumbent in this position?

Name

Title

Position Number

Dawn Ho

Human Services Supervisor

K0134005

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This position receives general guidance and is free to develop their own processes within the scope of established policies and practices. Wide latitude is given for decision making and much room for independent judgement. Work is periodically checked for outcomes and conformance to state, federal and community partner policies.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
I. 20%	E	Confers with the general public, community organizations, and agency employees to answer inquiries and to explain and interpret DCF programs and services. Provides information about a broad range of agency programs and community resources to the public as well as assisting with the application process for persons requesting services at assigned DCF Access Points.
II. 25%	E	Completes a needs assessment with DCF applicants and recipients who seek services through DCF Access Points and uses that information to recommend appropriate agency services as well as establishing connections to community resources. This may include enrollment in community health programs such as Project Access, and provision of liaison services to that program and other key community partners.
III. 10%	E	Organizes and participates in community outreach events to better promote DCF services. Also speaks to civic groups, community organizations, faith based groups, social service agencies, consumer advocacy groups and other public or private organizations to explain and interpret programs, procedures and services. Assists in the development of support materials for these presentations. May serve on community boards and work groups as a DCF representative.
IV. 30%	E	Determines eligibility for a range of federal and state EES programs in a timely and accurate manner. This determination is accomplished by analyzing, interpreting and applying numerous complex policies and regulations to the client's situation. Investigation of the client's circumstances through the use of available computer information systems, researching records provided by clients, community sources, and other sources upon which eligibility decisions are based. Utilization of fundamental accounting principles and a general understanding of legal terminology and principles is necessary in analyzing, quantifying and applying policy. Knowledge and effective use of DCF information systems is essential to document eligibility decisions using the BPM.
V. 10%	E	Identifies all DCF program and community resources which might assist individual clients and facilitates linkage to those services. This Integrated Service approach requires at least basic knowledge of all DCF programs, effective communication and collaboration with DCF staff across program boundaries, and active

		participation on Integrated Service Teams to creatively develop solutions for client needs.
VI. 5%	E	Attends mandated agency-related training and/or performs other duties as assigned; assists other staff in the completion of work assignments as warranted.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 () Plans, staffs, evaluates, and directs work of employees of a work unit.
 () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
 (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
 () Major program failure, major property loss, or serious injury or incapacitation.
 () Loss of life, disruption of operations of a major agency.

Please give examples.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position makes daily contact with the general public, agency clients, agency staff, and the staff of community partners in order to communicate agency program information, assist with resource connection, and to improve intra-agency service delivery. Occasional contact is made with public officials to explain DCF programs, policies and procedures.

25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may encounter hostile, angry, or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer system. A high level of stress may exist in the determination of eligibility and the limits of the programs and resources to effectively resolve the customers need for help. On occasion, physical harm may be threatened or attempted by hostile, angry, or upset client.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Daily use is made of computer terminals, copy machines and telecommunications equipment and automobile.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Minimum Qualifications as stated in the State of Kansas Class Specification and a minimum of two years' experience as a Human Service Specialist working in the area of benefits eligibility determination in EES.

Education or Training - special or professional

Written and verbal fluency in either Spanish or other language. Extensive knowledge of community resources, DCF procedures and regulations. A proven ability to deal with agitated clients and the public in a courteous manner. Skills in communicating with a wide range of persons in the community, ranging from program clients to professionals in a variety of fields.

Licenses, certificates and registrations

N/A

Special knowledge, skills and abilities

Experience - length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

Signature of Employee Date

Signature of Personnel Official Date

Approved:

Signature of Supervisor Date

Signature of Agency Head or
Appointing Authority Date